

Gatwick Airport Limited Environmental Noise Directive Noise Action Plan 2019-2024

Annual Progress Report 2023

Date of Issue: 19 January 2024

The END Noise Action Plan 2019-2024 for Gatwick Airport Limited (GAL) was formally adopted by the Parliamentary Under Secretary of State for the Environment on 11 February 2019, as required by the Environmental Noise Directive and the Environmental Noise (England) Regulations 2006 (as amended).

A process has been put in place, through the Noise and Track Monitoring Advisory Group (NaTMAG), to facilitate improved transparency of the progress of the END Noise Action Plan. Each year, at the November NaTMAG meeting, a list of END Noise Action Plan Actions is agreed for rolling review through the following year. Specific actions are scheduled for review in more detail through the reporting year at quarterly NaTMAG meetings. This enables an ongoing periodic review of all Actions over the life of the END Noise Action Plan.

Separately, a process for an annual review of the END Noise Action Plan was established. This report details progress during 2023 in relation all of the Actions whether they are: ongoing or cyclic in nature, have been completed in this or previous years, take place on an annual basis or are scheduled for implementation in later years. This draft report also includes placeholders for those elements that are not currently available, including the CAA's Annual Noise Exposure Contour Report 2023.

The sharing of this draft will allow the opportunity to provide feedback on the END Noise Action Plan Annual Progress Report, ahead of the report being finalised. The process requires that the examination of GAL's reported progress by GATCOM's NaTMAG members be provided to GAL at a NaTMAG meeting due to take place on 1 February 2024. This allows time for feedback and adaption ahead of the next GATCOM Steering Group meeting in April 2024 when the report will be scheduled for discussion.

In addition to the progress of the actions, this report contains a summary of related Key Performance Indicators (these cover topics such as airline achievement of certain mandated noise abatement metrics, details of operations at night, ground noise metrics and noise contour information) as well as the CAA's Annual Noise Exposure Contour Report when finalised.

This report continues to highlight the encouraging progress that was made through a number of END Noise Action Plan activities during 2023 despite some post-pandemic challenges.

Annex A – END Noise Action Plan Annual Progress Report 2023

Annex B – 18-Year Key Performance Indicator Table





Enclosure 1 – Noise Exposure Contours for Gatwick Airport 2023 [Placeholder]

Annex A – END Noise Action Plan Annual Progress Report 2023




Reporting Key



	Definition	Symbol	Actions
Completed or achieved	Denotes a project or activity that was completed; or an in ongoing activity for which an end of year, or in year, target was achieved.	✓	12
In Progress	Denotes a project or activity associated with a defined end or completion date.	→	10
Ongoing	Denotes an activity, which is ongoing, periodic (i.e. quarterly) or cyclic in nature. The Airspace Office are actively monitoring these actions.	↻	35
Paused	Denotes a project or activity - which is cyclic or which has a defined end date - that has commenced but then paused.	⏸	0
Stopped/Not started	Denotes a project or activity - which is cyclic or which has a defined end date - that has not started or has been stopped.	○	1




No.	Action	Forecast timescale	Progress 2023	Predicted completion	Update 2023
1	We will maintain a charging differential in our published airport charges which incentivises the use of aircraft with the best in class noise performance.	Ongoing	↻	Ongoing	Gatwick continues to maintain differentials in aeronautical charges, so as to incentivise the use of quieter aircraft types at Gatwick Airport. Charges are detailed in Gatwick Airport Limited's Conditions of Use document.




2	We will continue to apply and report upon charging penalties to those aircraft operators of Airbus A320 family aircraft that have not had the Fuel Over Pressure Protector (FOPP) modification retrofitted.	Ongoing		Ongoing	The charging scheme that came into effect from 1 January 2018 that applied to all Fuel Over Pressure Protector (FOPP) unmodified A320 Airbus family aircraft arriving at the airport was in place throughout 2023. As of the end of 2023, the percentage of retrofitted A320 family aircraft operating during the year was 99.9%. These statistics are reported in the Airspace Office reports to the quarterly meetings of the NaTMAG.
2a	If additional aircraft or manufacture specific noise defects which can be rectified by a modification are identified (similar to the FOPP) we will seek to identify, consult and implement corresponding charging penalties.	Ongoing			Nothing to report in 2023.
3	We will review the landing fee differential at least every five years.	5-yearly			Nothing to report in 2023.
4	Gatwick Airport Ltd will consult with its airline partners annually regarding the Airport Charges Structure. The Noise Management Board will also be asked for its feedback.	Annually			Airport charges review completed Q1 2023 with no changes to the Airport Charges Structure taking place, including environmental charges. GAL is currently consulting with airlines users on the airport charges which will apply from 1 April 2024 to 31 March 2025. A briefing paper for the Noise Management Board was provided, along with a copy of the draft Conditions of Use - there were no changes are proposed to the structure of environmental charges.





5	In conjunction with our airline partners we will seek to re-introduce, by the end of this Noise Action Plan period a programme that will rank our airline partners in relation to their overall performance for a range of noise and any other appropriate topic potentially including, but not limited to metrics such as compliance with abatement techniques, fleet age, engine fit and passenger loads per km.	2019	✓	Completed (2020)	Completed in 2020.
6	We will continue to administer the Department for Transport night flight regime and ensure that we operate at night within the prescribed ATM and QC limits.	Ongoing	✓	Achieved (2023)	Reporting on Night Jet Movements is conducted on a weekly basis to the DfT. This includes details of any dispensations applied by GAL. The quarterly meetings of NaTMAG are also provided with Night Jet monitoring reports and details of the dispensations applied; this information is included in the Airspace Office quarterly reports (https://www.gatwickairport.com/company/reports/noise-reports.html).
7	We will report on a quarterly basis to the Noise and Track Monitoring Advisory Group the number of flights delayed from planned daytime arrival into night movements (after 23:30 local).	Ongoing Quarterly /Annually	✓	Achieved (2023)	Included in DfT reports. Now included as part of the Airspace Office quarterly reports.

8	We will, as far as is practicable, take all necessary steps to manage the late running of aircraft to prevent scheduled day movements taking place during the sensitive night period.	Ongoing		Ongoing	Weekly meetings took place during the summer season with Airports Coordination Ltd (ACL), airlines and GAL where the forecasts for the Night Jet season were reviewed and airlines were encouraged to reduce their planned schedule of night movements to maintain the night quota. Despite this, the summer season ended with 103% of movements utilised and 68% of QC used. The winter season will have a reduction of the movement quota of 9.4% as a result of the overuse during summer. QC is unaffected. The winter season will be managed with airlines and ACL to ensure continuing adherence to the night quota.
9	We will implement a voluntary ban on operations of Quota Count 4 aircraft within the core night period by the end of 2022.	2022		Completed (2021)	Completed 2021.
10	We will continue to monitor adherence to and review the effectiveness of our ground noise operational controls.	Ongoing		Ongoing	Ground Noise summaries are detailed in the Airspace Office quarterly and annual reports. These are provided to NaTMAG and published online (https://www.gatwickairport.com/company/reports/noise-reports.html).

11	<p>We will report on a quarterly and annual basis the following:</p> <ul style="list-style-type: none"> • Fixed Electrical Ground Power availability. • The amount of Ground Power Unit dispensations granted. • The number of audit checks of aircraft auxiliary power unit running. • The number of non-compliances of aircraft auxiliary power unit runs identified. • The number of aircraft engine runs undertaken. 	Ongoing		Ongoing	<p>Ground Noise summaries are listed in the Airspace Office quarterly and annual reports. These are provided to NaTMAG and published (https://www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-reports/).</p>
12	<p>We will continue to minimise aircraft auxiliary power unit use in order to reduce ground noise and local air quality emissions via Gatwick Airport Directives and monitoring of compliance.</p>	Ongoing		Ongoing	<p>Ground Noise summaries are detailed in the Airspace Office quarterly and annual reports. These are provided to NaTMAG and published online (https://www.gatwickairport.com/company/reports/noise-reports.html). As per the latest Gatwick Airport Directive: ‘Gatwick Airport Ltd has a statutory duty to protect the surrounding community from noise generated by aircraft operations and equipment on the ground. It is the Policy of Gatwick Airport Ltd to ensure that the running of an Aircraft Auxiliary Power Unit (APU) and other activities generating ground noise, are carried out in a manner which will cause least disturbance to the surrounding community, consistent with maintaining a safe and efficient airfield operation. All practical steps should be taken to avoid and minimise the risk of poor air quality and reduce ground noise by means of training, awareness of legislation, good maintenance of equipment and good working practices. It is therefore vital that all agencies adhere to this Directive.’</p>

13	We will continue to promote adherence to the Arrivals Code of Practice through groups such as FLOPSC, Sustainable Aviation and other engagement events.	Ongoing		Ongoing	The action to 'promote adherence to the Arrivals Code of Practice' was carried out through NaTMAG held on 2 February, 11 May, 3 August and 9 November, key topics of which were; the Low Noise Arrival Metric and the Noise Action Plan, FLOPSC meetings held bi-monthly on 31 January, 28 March, 13 June, 25 July, 26 September and 28 November, a key topic of which was the Airline Noise Performance Table which includes a metric on Continuous Descent Operations (CDO). GAL has also continued to engage through Sustainable Aviation.
14	We will continue to promote, monitor, seek to improve and report on adherence to the arrival noise abatement procedures detailed in the London Gatwick Aeronautical Information Publication.	Ongoing		Ongoing	The Airspace Office quarterly and annual reports detail the conformance with the noise abatement procedures as listed in the UK AIP (https://www.gatwickairport.com/company/reports/noise-reports.html).
15	In conjunction with Sustainable Aviation, Gatwick Airport will identify a low noise arrival procedure which will capture Low Power Low Drag measures and result in a metric which will supplement Continuous Descent Operations as an additional measurable target.	2019		2024	The Low Noise Arrival Metric is now coded into the GAL's Noise and Track Keeping (NTK) system and has been running in shadow mode since September 2023. This will remain the case for 12-24 months, allowing for a robust data set to be collected, which will provide a clear picture of how the metric is performing. During this period, a monitoring group, involving Sustainable Aviation, will assess the data quarterly and produce a report on the progress, which will be compiled into an overarching report at the end of the shadow period.

16	In line with Noise Management Board initiatives and the commitments in the Sustainable Aviation Noise Road Map, we will work with our airlines and air navigation services providers to improve CDO at Gatwick.	Ongoing		Ongoing	The Airspace Office has continued an extensive programme of airline engagement informed by the results of the Airline Noise Performance Table. Onboarding meetings have also taken place with new airline starters to inform them of the noise abatement reporting that the Airspace Office conduct at Gatwick. Regular airline engagement meetings took place with Sun Express, Wizz Air UK, Wizz Air Hungary, Air Transat, TAP Portugal and SkyExpress (x2 meetings). Onboarding new airline meetings took place with Badr Airlines, Delta Airlines, Lufthansa, Air India, Saudia, Air China, OmniBlu (pulled out), China Southern (x2 meetings), Air Mauritius, Dan-Air, Volotea, Maleth Aero and Ethiopian Airlines. This engagement is delivering tangible results.
17	We will implement agreed Noise Management Board Work Plan solutions that are intended to reduce the noise impact of arriving aircraft.	2019-2024		2023	The second term NMB concluded at the end of December 2023, with the majority of its workplan initiatives completed. Initiatives still being monitored and therefore remain open are: Departure Noise Limits, Reduced Night Noise Trial, Low Noise Arrival Metric, Land Use Planning, and Landing Gear Deployment A new workplan for the third term will be developed over Q1 to Q3 2024 and implemented in Q4 of 2024.
18	We will continue to promote adherence to the Departures Code of Practice through groups such as FLOPSC, Sustainable Aviation and other communication events.	Ongoing		Ongoing	The Airspace Office quarterly and annual reports detail the conformance with the noise abatement procedures as listed in the UK AIP (https://www.gatwickairport.com/company/reports/noise-reports.html).

19	We will continue to promote, monitor, seek to improve and report on adherence to the departure noise abatement procedures detailed in the London Gatwick Aeronautical Information Publication.	Ongoing		Ongoing	The Airspace Office quarterly and annual reports detail the conformance with the noise abatement procedures as listed in the UK AIP (https://www.gatwickairport.com/company/reports/noise-reports.html).
20	We have an annual limit of no more than 5% off-track departures. In future, we will compare on an annual basis the percentage of off-track departures against the average performance over the previous five years.	Ongoing		Ongoing	The 2023 track keeping conformance was 91.17%; lower than the previous year due to the amendment to the position of the Route 4 monitoring swathe in April 2023. This only affected the position of the corridor to monitor track keeping, tracks over the ground were not affected by this amendment.
21	In conjunction with our partners and the Noise Management Board we will adopt a preferred Noise Abatement Departure Procedure (NADP).	2019		Completed (2019)	Completed in 2019.
22	We undertake to explore opportunities to remove the altitude restrictions on departure routes intended to reduce the noise impact of departing aircraft.	2024		2027	Under the auspices of the Future Airspace Strategy Implementation - South (FASI-S) programme, GAL's FASI-S airspace change includes a design principle targeting continuous climb profile, through deconfliction of route design below 7,000ft. All design options selected and evaluated through Stage 2 of GAL's FASI-S airspace change have adhered to this design principle. Further information is being sourced from support projects and initiatives, such as a study of Continuous Climb Operations (CCO) and the Reduced Night Noise (RNN) initiative. The change to the south of London Gatwick is currently planned to commence implementation from Q1 2027.



23	We undertake to explore the feasibility of introducing an alternative Standard Instrument Departure routes within our Noise Preferential Routes in order to provide dispersions and / or respite.	2019	➔	2025	The concept of Standard Instrument Departures (SID) within a 3km Noise Preferential Route (NPR) conformance monitoring swathe was included as part of the Route 4 2018 ACP (ACP-2018-86). However, multiple route respite options have been rejected by the airspace change community stakeholders during Stage 2 of the process and during engagement sessions in February 2022. A preference was expressed for natural dispersal combined with adherence to the NPR conformance monitoring swathe. The Stage 2 shortlist of the Route 4 airspace change consists therefore predominantly of options that seek to generate dispersal through varying the design tools at specific waypoints, with only one option providing multiple respite tracks being shortlisted for further assessment.
24	We will continue to fine aircraft in breach of the Department for Transport departure noise limits with all such monies passed to the Gatwick Airport Community Trust.	Ongoing	↻	Ongoing	There were no noise infringements (or fines) in 2023. This is reported through NaTMAG and in the Airspace Office quarterly report (https://www.gatwickairport.com/company/reports/noise-reports.html).
24a	We will review and increase the fines currently levelled against airlines which breach departure noise limits with all such monies passed to the Gatwick Airport Community Trust.	2019-2023	➔	2024	Consultation on a future revised charge scheme continued in 2023. If successful, following a planned six-month transition period, revised charges will be introduced once endorsed by the DfT.
25	Through engagement with the Department for Transport, Aircraft Noise Management Advisory Committee and/or through unilateral action review our departure noise limits.	2019-2023	➔	2024	As per action 24a; consultation on a future revised charge scheme continued in 2023. If successful, following a planned six-month transition period, revised charges will be introduced once endorsed by the DfT.



26	We will work with our airlines and noise governance groups to explore the feasibility of introducing supplementary charges for aircraft departures which persistently fail to operate in accordance with Noise Preferential Routes prescribed for the airport as measured by the noise and track monitoring system operated by Gatwick Airport Ltd, with all such monies passed to the Gatwick Airport Community Trust.	Ongoing	○	Not started	This action was not taken forward in 2023, Track keeping conformance continues to be monitored as a routine aspect of Gatwick's reporting.
27	We will continue to provide a vortex-damage repair scheme to repair roofs that have been damaged by aircraft vortices.	Ongoing	↻	Ongoing	The Vortex Strike and Ice fall Policy was reviewed and updated in Q4 2023, to better reflect Gatwick's legal obligations.
28	We will continue a scheme that helps with the cost of acoustically insulating homes against the effects of aircraft noise. We undertake to review the scheme every 5 years to ensure it remains appropriate and relevant.	2019-2023	↻	2024	The Noise Insulation Scheme remained in place in 2023; the value of the grant available to applicants was increased in Q2 2023 to track that of inflation. A review of the contract to supply noise insulation products under the scheme is due to complete by Q2 2024.



28a	We will undertake a review of our acoustic noise insulation programs by the end of 2019. With subsequent reviews considered every 5 years as noted in Action 28.	2019-2023	✓	Completed (2018)	A review of the Noise Insulation Scheme was completed in 2018, a result of which was the proposed increase in the grant value to track inflation, this was implemented in Q2 2023. A renewed scheme is to be offered commensurate with the Northern Runway DCO scheme.
29	We will continue to offer acoustic insulation to noise sensitive buildings within the 60LAeq noise contour.	2019-2023	↻	Ongoing	The acoustic insulation scheme remained in place for properties within the 60dBLAeq NIS noise contour and will remain in place until the commencement of the Northern Runway work (expected in 2025) when a renewed scheme will enter into force. The grant value available within the scheme was increased in line with inflation from £3,000 to £4,300 in Q2 2023. A review of the supplier to the Noise Insulation Scheme is currently underway.
30	To address the impacts of future growth we will continue to offer to purchase those properties suffering from both a high level of noise (63dB(A) Leq or more) and a large increase in noise (3dB(A) Leq or more), in accordance with the Terms of Reference of the Property Market Support Bond and Home Owners Support Scheme.	Ongoing	↻	Ongoing	These schemes remained in place throughout 2023.

31	In conjunction with the Noise Management Board we will explore innovative methods to reduce both inbound and outbound aircraft noise levels.	2019-2024	➔	2023	Gatwick continued through 2023 to support a number of NMB Workplan activities that focus directly, or indirectly, upon aircraft inbound and outbound noise, including the Low Noise Arrival Metric (LNAM), Airline Noise Performance Table (ANPT), the Reduced Night Noise (RNN) trial, a Landing Gear Deployment study and a review of the Departure Noise Limits (DNL) regime.
32	We will ensure that our Noise and Track Keeping (NTK) systems are suitable, relevant and reliable, providing updates as appropriate.	Ongoing	↻	Ongoing	In 2023, the Airspace Office adopted an ANOMS test system to allow testing of new features in the system without disruption to the live system. This will be a permanent feature going forward. In addition, the Low Noise Arrivals Metric was formally adopted into the ANOMS NTK system where analysis of flight track profiles and noise can be conducted as part of the shadow period.
33	We will continue to provide public access to flight track information and noise related data via the Gatwick Airport noise website and the online flight tracking facility, available both on desktop and mobile devices.	Ongoing	↻	Ongoing	The upgraded Noise and Track Keeping (NTK) system includes a public online flight tracking facility which is available on mobile and desktop devices, known as WebTrak (https://webtrak.emsbk.com/lgw2). There are several ways to make a noise complaint: using the flight tracker, an online complaint form, via an automated telephone service, via a mobile phone short cut or by post. The NTK system also includes a web portal with interactive noise dashboards. (https://aircraftnoise.gatwickairport.com/)
34	We will continue to provide an airspace analysis service and implement service improvements where identified. The team will continue to provide accurate and timely data to aid strategy development and noise complaint handling.	Ongoing	↻	Ongoing	The Noise and Track Keeping (NTK) system includes a public online flight tracking facility which is available on mobile and desktop devices, known as WebTrak (https://webtrak.emsbk.com/lgw2). The NTK system also includes a web portal with interactive noise dashboards (https://aircraftnoise.gatwickairport.com/). There are several ways to make a noise complaint: using the flight tracker, an online complaint form, via an automated telephone service, via a mobile phone short cut or by post. The Airspace Office introduced a new complaints categorisation in Q1 2023 into the regular quarterly reports which includes greater detail of the types of complaints the airport receives and what residents are most affected by. This continues to form part of the regular reporting. The Airspace Office has




					developed a PowerBI interactive dashboard version of the Airline Noise Performance Table (ANPT) with an additional set of dashboards on two of the metrics, CDA and track keeping. The dashboard is now available in quarterly and annual versions on the website (https://www.gatwickairport.com/company/reports/noise-reports.html).
35	We will improve the availability of, and access to, airspace and noise related data.	2020	→	2023	The Noise and Track Keeping (NTK) system includes a public online flight tracking facility which is available on mobile and desktop devices, known as WebTrak (https://webtrak.emsbk.com/lgw2). The NTK system also includes a new web portal with interactive noise dashboards (https://aircraftnoise.gatwickairport.com/). The Airspace Office has developed a PowerBI interactive dashboard version of the Airline Noise Performance Table (ANPT) with an additional set of dashboards on two of the metrics, CDA and track keeping. The dashboard is now available in quarterly and annual versions on the website (https://www.gatwickairport.com/company/reports/noise-reports.html).
36	We will explore the feasibility of introducing an information service for local communities. This could include updates on airport operations, e.g. scheduled northern runway operations, change in runway direction, meteorological information, scheduled number of aircraft movements during the day and night periods, reported thunderstorm activity etc.	2020	→	2024	The NTK system includes a web portal with interactive noise dashboards and videos on airport operations. It is a service which can allow the user to tailor the information provided by adding their postcode (https://aircraftnoise.gatwickairport.com/).



37	We will continue to provide a Community Noise Monitoring Scheme, operated under the supervision of the Noise and Track Monitoring Advisory Group and the Gatwick Noise Monitoring Group.	Ongoing		Ongoing	There are 22 Noise Monitoring Terminals deployed in the area surrounding Gatwick Airport. Five of these are fixed and 18 are mobile monitors. In August 2022, we deployed an additional 7 Larson Davies monitors to gather baseline noise data to support the Reduced Night Noise (RNN) trial starting in January 2024. These licences were renewed in August 2023. These monitors do not provide live feeds and require the manual downloading of data into the NTK system. This is currently completed every fortnight. The NaTMAG meetings, which took place on 2 February, 11 May, 3 August and 9 November, discussed the locations of the monitors and passed on their proposals for future noise monitoring to the Gatwick Noise Monitoring Group (GNMG). The GNMG met on the 8 June where the data from the noise monitoring terminals was reviewed, and trends were analysed. December's meeting was postponed due to lack of attendance.
37a	We will seek to expand the Community Noise Monitoring Scheme with additional noise monitoring terminals and update the reporting process to include holistic noise reports for the area around Gatwick Airport.	Ongoing		Completed	This has been completed; however, the siting of one spare mobile noise monitoring terminal (B&K 2250) is being explored. The additional 7 Larson Davies monitors remain in place to support the Reduced Night Noise Trial when it commences.



38	We will report progress against the published Noise Abatement Procedures contained within the London Gatwick Aeronautical information Publication and this Noise Action Plan on a quarterly basis to the Noise and Track Monitoring Advisory Group, the Gatwick Airport Consultative Committee and on our webpages.	Ongoing		Ongoing	NaTMAG meetings took place on 2 February, 11 May, 3 August and 9 November 2023. A selection of Noise Action Plan Actions, along with the quarterly Airspace Office reports, which detail the noise abatement procedures as stated in the AIP, were presented at each of these meetings (https://www.gatwickairport.com/company/reports/noise-reports.html).
39	We will update to our website with the following noise contours: <ul style="list-style-type: none"> • Summer 16 hour day Leq (actual) • Summer 16 hour day (standard) Leq • Summer Night Leq (actual) • The above compared to the previous year. • Summer Night 10-year average modal split Leq 	Ongoing		Ongoing	The Noise Exposure Contour Report 2022 was commissioned from the CAA ERCD and published in 2023 on the London Gatwick website.

39a	We will aim to reach a measure of consensus with community groups on future airport utilisation relative to noise impacts. In order to achieve this we will conduct a review of Government policy including how Government policy should be interpreted and how that policy has been applied in practice. Following the establishment of a workable policy baseline we will aim to develop new noise metrics and reporting to complement the current noise contours and measure our future noise performance. This work will be used to more precisely describe outcomes to support this END Noise Action Plan.	Ongoing		Ongoing	<p>During 2023, the NMB progressed work on the Low Noise Arrival Metric; to embed it into the Noise and Track Keeping system in order to monitor how the metric performs. Monitoring will continue for 12-24 months, after which time, the metric will be incorporated into the airline performance monitoring and engagement alongside current CDA (unless any issues are identified during monitoring).</p> <p>Work has also been conducted through the CAA AMS Support Fund, on Fair and Equitable Distribution of aircraft. This work is hoped to produce a framework, which will act as a supplementary metric to the FASI-South options appraisal process. This project was started in October 2022, and is due for completion in February 2024.</p>
40	We will seek to respond to at least 95% of all complaints and enquiries within eight working days of receipt, in line with the extant Complaints Handling Policy, and publish our performance in FPT quarterly reports.	Ongoing		Achieved (2023)	By the end of 2023, the percentage of complaints responded to within 8 days was 97.7%. In line with our published Complaint Handling Policy, the Airspace Office has worked hard to maintain the response rate for the volume of complaints received. This complaint KPI is published in the Airspace Office quarterly reports (https://www.gatwickairport.com/company/reports/noise-reports.html).

41	We will continue to log all complaints relating to aircraft operations in line with the extant Noise Complaints Handling Policy and publish the statistics on our website quarterly.	Ongoing	✓	Achieved (2023)	The Complaints Handling Policy remains in place (https://www.gatwickairport.com/on/demandware.static/-/Sites-Gatwick-Library/default/dw93de1af3/images/Corporate-PDFs/Noise%20&%20Airspace/Engagement/GAL-Noise-complaints-handling-policy-2023.pdf).
42	We will continue to offer various methods for complaints about aircraft noise events.	Ongoing	✓	Achieved (2023)	There are five different methods that Gatwick has available to submit a noise complaint. These are via an online webform, through the WebTrak flight tracker, via the app, via the automated voicemail service and via post (stamp required). All methods of complaint can be found on the Gatwick noise enquiries webpage (https://www.gatwickairport.com/company/noise-airspace/noise-enquiries.html).
43	In order to achieve community confidence in the Complaints Handling Policy and provide transparency of information, we will, where appropriate update our procedures relating to the receipt, processing and reporting of aircraft noise complaints.	Ongoing	✓	Achieved (2023)	The Complaints Handling Policy remains in place (https://www.gatwickairport.com/on/demandware.static/-/Sites-Gatwick-Library/default/dw93de1af3/images/Corporate-PDFs/Noise%20&%20Airspace/Engagement/GAL-Noise-complaints-handling-policy-2023.pdf).

44	Gatwick will continue to engage actively with Government, the Regulator, Sustainable Aviation and such ad-hoc reviews that may be established and will respond appropriately to relevant consultations, engagement exercises and recommendations arising from those activities.	Ongoing		Ongoing	GAL responded to the following noise and airspace related consultations in 2023: Night-Time Noise Abatement Objective for the Designated Airports and the Revised Airspace Change Process Guidance (CAP1616). GAL has provided input to CAA preparatory engagement on the Single Design Entity for airspace modernisation. GAL continued to provide information/data in preparation of the DfT sponsored Aviation Night Noise Effects (ANNE) study.
45	Gatwick Airport will implement relevant recommendations resulting from feasibility studies in conjunction with the CAA and the DfT as and when they are released.	Ongoing		Ongoing	Nothing to report in 2023.
46	We will continue to engage with local communities through the established noise governance groups.	Ongoing		Ongoing	GAL has continued to engage with local communities through the established platforms: Noise Management Board Community Forum (NCF): 25 January, 24 May, 27 September. Executive Board (NEX): 8 March, 12 July, 1 November. Delivery Group (NDG): 11 January, 15 March, 19 April, 14 June, 19 July, 30 August, 18 October, 29 November. NMB Surgeries: 6, 18 January, 7, 19 September. Ad hoc NMB meetings/briefings: NMB Outcomes Workshop 28 March; Community Noise Envelope briefing 11 September; Reduced Night Noise trial community briefing 27 November; NMB Review 11 December. Noise and Track Monitoring Advisory Group (NaTMAG): 2 February, 11 May, (Extraordinary) 29 June, 3 August, 9 November. Flight Operations Performance and Safety Committee (FLOPSC): 31 January, 28 March, 13 June, 25 July, 26 September, 28 November.

					Discover Gatwick presentations/visits: 3 May, 1, 6, 14 June, 6 July, 25 September.
47	We will continue to support the existence of, and engage with a Noise Management Board, the workplan and meeting papers, which will be adequately published to our other noise governance groups and online.	Ongoing		Ongoing	The NMB has continued to hold regular meetings and carry out workplan initiatives through the established second term groups: Community Forum (NCF): 25 January, 24 May, 27 September. Executive Board (NEX): 8 March, 12 July, 1 November. Delivery Group (NDG): 11 January, 15 March, 19 April, 14 June, 19 July, 30 August, 18 October, 29 November. The NCF and NEX Chairs also held bi-lateral NMB Surgeries: 6, 18 January, 7, 19 September. Ad hoc NMB meetings/briefings were also held: NMB Outcomes Workshop 28 March; Community Noise Envelope briefing 11 September; Reduced Night Noise trial community briefing 27 November; NMB Review 11 December. All agenda and meeting notes can be found: https://www.gatwickairport.com/company/reports/noise-reports.html
48	We will continue to engage with and provide noise data as required to local Environmental Health Officers through the Gatwick Noise Monitoring Group.	Ongoing		Ongoing	The Gatwick Noise Monitoring Group (GNMG) met with a number of local authority EHO's on 8 June. Unfortunately, due to lack of stakeholder attendance, the December meeting was postponed. The noise monitor trend data was analysed and Anderson Acoustics were present during the June meeting to provide technical input to the meeting. Seven Larson Davies monitors had their licences renewed in August 2023 to assist with collecting baseline data for the Reduced Night Noise (RNN) trial. The noise monitor data continues to be regularly monitored in the Noise and Track Keeping (NTK) system by the Airspace Office and data is also used to support CAA ERCD noise contour reporting.

49	In conjunction with the Gatwick Noise Monitoring Group we will commission noise studies to gain an insight into the noise climate in a particular area and holistically across the Gatwick area. We will publish these reports on our website.	Ongoing		Ongoing	The Gatwick Noise Monitoring Group (GNMG), which is responsible for commissioning noise reports, met on 8 June with attendees from Anderson Acoustics, from whom reports are commissioned. No reports were commissioned as a result of the June meeting. The December meeting was postponed due to lack of attendance.
50	We will continue to host an annual airspace seminar, to include an annual update from the Noise Management Board, inviting local interest groups and stakeholders.	Annually	✓	Achieved 2023	The annual airspace public meeting took place on 6 December 2023.
51	We will continue to engage with local planning authorities in order to ensure they are well informed about noise issues at Gatwick, and to provide information on the airport and its operation.	Ongoing		Ongoing	GAL continued to engage with local planning authorities during 2023. They were provided with GIS Shapefiles of the Gatwick Noise Exposure Contours. They have also been involved with the noise envelope work which forms part of the Northern Runway Project.

52	We will participate in all activities relating to LAMP – the redesign of the London Terminal Manoeuvring Area (LTMA) and en-route airspace to eliminate chokepoints, alleviate areas of intensive aircraft concentrations, reduce the number of people affected by noise and to create a structure that has capacity to accommodate forecast traffic levels beyond 2040.	2024	➔	2027 (2031+)	<p>GAL has completed Stage 2 of the airspace change process for Gatwick’s Future Airspace Strategy Implementation in October 2023. Following Stage 2, Gatwick is required to pause progress until the FASI programme develops a process for addressing interactions between different stakeholders' shortlisted options, through a Single Design Entity concept.</p> <p>Separately, the Airspace Change Organising Group (ACOG), NERL and Gatwick have been exploring an opportunity of delivering part of the shortlisted airspace through a deployment of routes to the south of the airport - the London Airspace South deployment. This option takes advantage of Gatwick's geographical position, since there are no direct interactions with other airport/airfield sponsor’s projects. The process of splitting deployments is expected to be detailed in the Airspace Change Masterplan Iteration 3 due September 2024.</p>
53	Ensure that local communities are informed about LAMP plans and the progress and airport plans for the integration of Gatwick specific departure and arrival procedures.	2024	➔	2026	<p>The status of the FASI-S programme has been reported regularly to GATCOM, GATCOM Steering Group, NaTMAG, FLOPSC, the various Community meetings and through specific local councillor engagement events such as ‘Discover Gatwick’.</p> <p>Direct airspace change project engagement during the period has been delivered through cycles of stakeholder engagements sessions on the Initial Options Appraisal in January and Stage 2 outcomes prior to submission in July 2023.</p>

Annex B – 18-Year Key Performance Indicator Table

Parameter	12 Month Performance																	
	2023	2022	2021	2020	2019	2018	2017	2016	2015	2014	2013	2012	2011	2010	2009	2008	2007	2006
Track keeping performance (% on track)	91.17%	97.36%	98.20%	98.49%	98.42%	98.08%	98.06%	98.56%	99.71%	99.28%	98.04%	97.63%	97.42%	96.98%	96.82%	98.45%	98.62%	98.17%
24hr CDO (% achievement)	88.83%	88.61%	90.89%	89.59%	89.58%	90.74%	90.48%	88.58%	89.75%	92.61%	91.36%	88.56%	90.49%	89.73%	87.92%	83.53%	81.00%	80.79%
Day/Shoulder CDO (% achievement)	89.04%	89.19%	90.94%	89.79%	89.70%	90.80%	90.56%	88.18%	89.21%	92.43%	91.13%	88.72%	90.19%	89.31%	87.69%	82.98%	80.25%	79.9%
Core night CDO (% achievement)	87.11%	83.83%	90.07%	85.74%	88.27%	90.03%	89.60%	92.90%	95.32%	95.25%	94.04%	85.27%	93.96%	93.94%	91.75%	89.65%	89.04%	89.6%
1000ft Infringements (No.)	1	0	0	0	0	0	0	0	0	0	0	2	3	6	22	11	26	11
1000ft Infringements (No. below 900ft)	0	0	0	0	0	0	0	0	0	0	0	2	1	0	3	4	14	6
Departure Noise Infringements (Day)	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	2	13	10
Departure Noise Infringements (Night/Shoulder)	0	0	0	0	0	0	2	1	0	0	0	0	4	0	1	2	2	2
Individual Complainants	544	664	254	313	698	836	997	2,324	1,746	3,366	533	414	343	411	473	432	672	587
Total Noise Complaints Received	10,794	16,431	5,068	6,628	25,593	24,447	24,658	17,715	15,189	21,712	2,296	1,952	2,673	5,033	2,254	6,281	5,288	4,791
Enquiry Response Performance Target is 95% Within 8 Days	97.70%	99.10%	99.98%	99.49%	77.63%	99.98%	99.89%	46.55%	93.89%	73.39%	99.24%	98.42%	95.65%	99.25%	84.10%	97.50%	94.90%	97.20%
Ground Noise Complaints received	19	5	3	10	0	0	0	0	2	0	5	3	4	2	1	8		
Number of Fixed and Mobile Noise Monitors	22	22	22	23	23	12	11	11	12	12	12	10	10	11	11	11	10	10
Northern/Standby Runway Movements	6,919	9,616	532	1,042	2,842	3,534	3,722	2,567	2,498	1,496	4,473	14,836	2,444	1,012	904	1,008	1,286	1,458
West/East Runway Split (%)	70/30	66/34	68/32	83/17	68/32	62/38	78/22	67/33	70/30	67/33	63/37	71/29	67/33	64/36	70/30	70/30	67/33	68/32
% of Arrivals performing go-arounds	0.52%	0.55%	0.30%	0.49%	0.58%	0.49%	0.43%	0.46%	0.39%	0.39%	0.38%	0.42%	0.31%	0.30%	0.36%	0.27%	0.33%	0.31%
Percentage of Chapter 4 (or equivalent) aircraft %	99%	99%	99%	99%	98%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
Percentage of Chapter 14 aircraft %	63%	62%	58%	66%	62%	56%	55%											
Unmodified A320 Family Aircraft (% total ATMs)	0.08%	0.74%	0.32%	0.61%	0.73%	1.5%	0.4%											
Total Aircraft Movements	256,831	217,524	55,225	79,310	284,736	283,926	286,271	280,089	267,777	259,974	250,527	246,792	251,019	240,462	251,714	263,716	266,540	263,371
Total Passengers	40,895,000	32,838,015	6,254,549	10,166,916	46,573,796	46,075,410	45,561,700	43,130,800	40,267,938	38,127,700	35,447,009	34,222,461	33,660,146	31,353,547	32,370,000	34,100,000	35,200,000	34,384,000
CONTOURS																		
570BA Leq Daytime Contour Population	TBC	1,600	400	150	2,550	2,800	4,050	4,150	3,650	3,300	3,250	3,650	3,050	2,850	3,600	4,400	4,800	4,500
570BA Leq Daytime Contour Area (km2)	TBC	27.0	9.7	7.0	38.7	40	42.7	44.2	42.8	42.2	40.9	41.2	40.4	39.6	41.0	46.7	49.0	46.7
480BA Leq Night Contour Population	TBC	6,600	700	500	12,200	12,300	13,900	14,600	14,400	12,850	11,200							
480BA Leq Night Contour Area (km2)	TBC	53.8	14.2	13.1	90.5	91.6	101	107.1	104.7	103.5	91.8							
GROUND NOISE																		
Engine Tests (no.)	98	140	265	212	211	194	201	157	180	163	181	170	239	225	243	284	280	
Engine Tests (6 months rolling average)	95	170	259	207	207	209	185	174	169	168	183	196	218	244	256			
Engine Tests (6 month totals)	570	1,017	1,554	1,241	1,238	1,251	1,108	1,036	1,011	1,000	1,100	1,170	1,285	1,391	1,516			
APU Non-Compliances	0	1	2	4	3	0	4	4	2	9	4	1	7	11	14	15	17	
Ops Duty Team Audits	668	478	328	620	1,420	1,493	1,801	1,290										
Ops Duty Team Non-Compliances	0	2	1	1	7	1	1	1										
FEGP availability NT (target 99%) - year average	99.91%	99.91%	99.94%	99.98%	99.95%	99.87%	99.87%	99.82%	99.48%	99.98%	99.87%	99.96%	99.99%	99.85%	99.86%	99.66%	97.98%	
FEGP availability ST (target 99%) - year average	99.92%	99.97%	100.00%	99.86%	99.95%	99.90%	99.80%	99.92%	99.92%	99.98%	99.87%	99.96%	99.99%	99.85%	99.86%	99.66%	97.98%	
GPU Dispensations	9	0	15	2	51	45	49	31	25	38	46	72	105	102	125	93	116	
GPU Use without dispensation	0	0	0	0	0	0	0	0	0	0	1	1	0	0	0	5	2	
NIGHT JET																		
Summer Night Movements Usage	11,830	11,099	1,590	1,284	10,796	10,883	11,129	11,303	11,149	11,147	10,003	9,837	9,859	9,875	9,100	10,618	10,173	10,918
Summer Night QC Usage	3,615.63	3,189.63	480.25	345.75	3,991.88	4,204.25	4,566.00	4,912.75	4,765.50	4,943.75	4,821.50	4,993.50	4,998.50	4,824	4,786.50	5,659.75	5,328.50	7,749.50
Winter Night Movements Usage (this winter into next year)	2,327*	1,914	757	302	1,783	2,233	1,939	2,022	1,872	1,756	1,510	1,656	1,473	2,251	2,199	2,145	2,240	2,734
Winter Night QC Usage (this winter into next year)	779.75	636	293.5	120.25	822	1,197.375	1,052.25	1,198.25	953	852.75	828.5	1,044	920.25	1,280.75	1,236.75	1,169	1,542.25	1,355.25
Dispensations granted (calendar year)	1,419	613	0	127	866	1,187	495	648	435	155	22	0	0	257	2	7	14	18
Use of WIZAD during restricted night period	0	1	5	0	0	10	0	0	4	0	0	0	1	1	18	6		
JOINING POINT DATA																		
% Night Arrivals Joining below 3,000ft (2,598ft)	0.17%	0.26%	0.13%	0.20%	0.25%	0.23%	0.14%	0.21%	0.14%	0.16%	0.46%	0.65%	0.13%	0.15%	0.26%	0.57%		
% Night Arrivals Joining below 3,000ft (2,798ft)	2.32%	2.76%	2.45%	2.41%	3.02%	2.75%	2.60%	2.57%	2.42%	3.08%	4.61%	16.12%	7.41%	6.35%	7.32%	10.17%	7.40%	1.67%
Total Night Arrivals joining at less than 10m	1.98%	2.36%	2.25%	2.16%	5.03%	9.79%	7.39%	4.25%	1.91%	2.46%	2.17%	5.87%	2.86%	3.04%	3.36%	4.74%	6.50%	4.50%
*Winter movement quota reduced to 2,945 (due to overuse in summer)																		